Maximize group activities by drawing out key learning points.

**PROCESS**
Take time to review the experience and extract key learning points by asking probing questions.

**WHAT?**
Without judgement or evaluation, help your group develop a common understanding of what happened.
- How did you go about the task?
- What task-related strategies did you use?
- What actions helped/hindered?
- How did you reach consensus?
- What assumptions did you make? Did they help or hurt?

**SO WHAT?**
Ask questions to understand the experience of each team member.
- How did it feel?
- How did your approach affect others?
- What would you do differently?
- How did leader(s) emerge?
- How did you encourage participation?
- What got you off track? On track?
- What communication (process-related) strategies helped/hindered?
- What challenged your comfort zone or made you uncomfortable?

**NOW WHAT?**
Tease out the implications on the group’s “real world” challenges.
- How does this experience relate to your “real world”?
- What learning should we take forward?
- How can we better foster trust?
- How can we make sure everyone feels heard?
- How can we best support each other?
- What’s your #1 take-away?

**COMMIT**
Consciously make the effort to commit learning to memory and take action to implement change.

**WHAT’S NEXT?**
Ensure that learning will be applied with these additional questions.
- Back at work, what will you start, stop, continue, or change?
- What one idea are you most excited to implement immediately?
- What bit of learning would you share with a colleague?
- What support do you need to apply the material learned here?
- How long will it take you to implement the new ideas you gained?

**REMEMBER**
Ensure implementation with memory joggers.
(PSSST: use the mnemonic “C.R.A.M. to remember these)
- Create a fun mnemonic
- Record key learning points
- Address & mail postcards
- Metaphorical Photos

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